FIVE COUNTY ASSOCIATION OF GOVERNMENTS
COMMUNITY ACTION PLAN

FY 2017 - 2019

Organizations Mission

The mission of the Five County Association of Governments (Five County AOG) is to plan, prepare, and partner with federal, state, and local governments to strengthen the role of southwestern Utah local officials in the execution of state and federal programs.

The mission of Five County Community Action is to plan, prepare, and partner to assist individuals, families, and community groups in becoming self-sufficient.

Vision Statement

By facilitating planning, development, and delivery of programs and partnerships in southwestern Utah, Five County Community Action assists low and moderate income individuals and families in achieving economic security, becoming active in building opportunities for themselves and others, and improving the health of communities to assure the region remains a premier place to live, work, and recreate.

Prioritized Issues

ISSUES AREAS

The following issues are listed in the order of their priority:

1) **Housing:** Based on the data collected in the community needs assessment and feedback by various Five County AOG staff and community partners, this was identified as the greatest priority in Southwest Utah. With the lower-than state average wages and the rapidly increasing prices of homes, lack of housing has the potential to disrupt communities, increase homelessness, and cause families to relocate further away from employment and community resources in search of more affordable housing.

2) **Transportation:** Based on the data collected in the community needs assessment and feedback by various Five County AOG staff, community partners, and the Five County Mobility Management Council, transportation was identified as the second most pressing issue area to address. This was partly determined due to the inter-connectivity of housing and transportation.

3) **Income Management:** Based on the data collected in the community needs assessment and feedback by various Five County AOG staff and community partners, income management was prioritized as the third greatest need overall. Local elected officials identified this issues area as the most important area. The reason this was ranked third instead of first in

prioritization is due to the evidence presented around "housing first." Although the model pertains to homeless individuals, Five County staff determined that housing stability is still applicable to those living in poverty who are not homeless.

4) **Education:** Based on data collected in the community needs assessment survey, clients and practitioners generally felt educational needs were being met. However, the data collected in the community needs assessment show the region lags behind the state in overall post-high school education. Data provided by the Intergenerational Poverty Commission show the gap to be even more pronounced. Based on rankings from local elected officials, discussions with economic development practitioners, and data collected by the Intergenerational Poverty commission, education will be prioritized higher than expected. In the past, Five County AOG has supported GED obtainment and vocational training. As resources for these service increases, Five County will prioritize early childhood education, youth programs which encourage college readiness, and supports to continuing education students finishing certificates (to fill gaps or support WIOA and TANF efforts of Utah Department of Workforce Services). These prioritizations align more closely with needs mentioned in the Intergenerational Poverty Report.

5) **Nutrition:** Emergency services, including food boxes, was not indicated to be as high a priority as it has been in the past. Increases in Older Americans Act resources and partnership with the Utah Food Bank may be reasons for the increase in nutrition services. In rural areas like Milford, Escalante, Big Water, Orderville, and Hurricane, where no local DWS office is present, pantries provide a needed link to DWS one-stop services. Data from the community needs assessment also indicates long-term pantry users who are on fixed income or "stuck" in low-paying jobs, do not receive individualized assessments on an annual basis, which may be remedied by case work through food pantries. Five County AOG will keep food pantry locations and utilize them as a case management tool to increase self-sufficiency and will look for additional non-CSBG resources to support pantry operations.

6) **Employment:** Employment is a priority area, but with the underutilized job retraining and WIOA funding through LDS Employment and Utah Department of Workforce services, Five County AOG can best support employment through transportation, housing, and educational efforts. This is generally reflected in the community needs assessment. It will continue to use other AOG services as a linkage to employment resources. It will also use VITA and financial education courses as a method of increasing IDA participation and prepare families for microloan programs.

BARRIERS TO EXITING POVERTY

Constant food box assistance without case management: Pantry case managers, especially in rural parts of southwest Utah, have limited capacity to provide in-depth case management. In addition, several case managers have indicated they feel they lack the proper training to perform case management. Many food box clients with fixed income (SSI/SSDI) do not know about resources to help stretch and manage their finances.

The gap in average monthly wages in the region as the state is growing: This is based on wage and employment data gathered by the Utah Department of Workforce Services. As the wage gap widens with the cost of living, it is going to become more difficult to adjust that gap.

The rising cost of living for those with fixed income: Community needs assessment data shows the number of disabled individuals and seniors is increasing in all the counties of southwestern Utah. Many households that are already struggling will find it difficult to live on a fixed income.

Lack of interest/commitment to attend financial literacy courses: Financial literacy/education providers have reported low-income clients have little interest or commitment in attending classes which increase financial literacy and money management

Lack of money management: When clients receive seasonal overtime (i.e. tourist-related work) or when they receive a tax refund, clients do not strategically budget those resources for future security and assets. Often, long-term security is overlooked for short-term wants and needs.

Lack of coordination between human service providers: As the needs assessment took place, Five County staff were not always aware of various programs and eligibility requirements within the agency. This is a larger problem within the community. If those supporting low-income clients do not know about community resources, it can make it more challenging for clients to find assistance they need.

Long distances to employment centers: Clients located further away from employment centers (DWS, LDS Employment, or other comparable agencies) are less likely to utilize those centers due to transportation barriers

The financial burden and availability of childcare: Living wage data from the community needs assessment indicates a two-parent household with two children must have both parents earn a wage of approximately $14.50 - $15.00/hour full-time to be economically secure. If one parent stays home, the single-earner must earn $20.00/hour to be economically secure. For a single-parent household, the wage must be approximately $26.00/hour. Rising child-care costs are a major barrier to achieving economic security. While the State of Utah provides child care subsidies, there is a shortage of childcare providers. Kane County has zero child care providers who accept subsidy, which explains why 0% of Kane County residents receive child care assistance.

Lack of accessible transportation: It was identified in the data gathering methods, by our partners and staff that clients live too far from the transit stops. Therefore, we will work to develop a transportation bridge using a van pool system to assist clients with better access to transit stops.

GAPS IN SERVICES

Not many pantry clients are receiving personalized need assessments: By examining the long-term use of food boxes and food stamp recipients in the community needs assessment, as well as reviewing administrative data and consulting with Community Action and other Five County staff, it was identified that no pantry in the region is adequately performing needs assessments, with exception to homeless clients.

Supports for low-income entrepreneurs: Apart from a few resources offered by universities and Site Select Plus, there are few supports for low-income entrepreneurs looking to start small businesses.

Incentives for financial literacy education which encourages long-term behavior change: There is currently many overlapping financial education courses with few participants making long-term financial changes. Some partnerships exist, but better coordination is needed to make effective use of resources (for example, USU Extension, local DWS offices, Switchpoint Community Resources Center, Dove Center, Banks/Credit Unions, the Learning Center for Families, and AAA Credit Foundation each offer similar financial education courses.) While each agency can target different demographics and reach different clients, there is a need for collaboration and to use each agency's capacity to create a more effective service-delivery model and to provide incentives.

Lack of childcare providers in Kane County: According to DWS staff, there are no child care providers in Kane County that accept the state subsidy for childcare. There is also 0% usage in an area with high housing costs, below-state average wages, and a high percentage of youth at risk of intergenerational poverty.

SERVICE NEEDS

Personalized needs assessment for food pantry clients: In the next year, it will be difficult to transition all rural pantry case managers into performing regular assessments on clients. However, the Hurricane Valley Food Pantry has some of the most consistent work-eligible clients using food box services. This will be an area to begin performing regular and consistent needs assessments on each client.

Gas vouchers for those seeking childcare for employment: Although gas vouchers are already available for employment-seeking and retention, there is currently a need to include reimbursement for those traveling to employment-related childcare. This is a service need which can be made by modifying the program.

Deposit assistance programs for homeless who do not qualify for rapid re-housing assistance or for low-income families searching for more affordable rentals: For those seeking more affordable rentals, there is no deposit assistance available outside of TANF- Rapid Re-housing or programs for homeless individuals meeting the McKinney Vento or HUD definitions of homelessness. With below 1% vacancy rates for rentals in places like Washington County, it becomes difficult to save enough for a new deposit.

Case management and computer access at food pantries: Several pantries should be used more strategically to support WIOA one-stop shop efforts where obtaining access to a physical center is difficult.

Transit planning and navigation: Data from the community needs assessment shows that very few individuals in Washington and Iron County utilize public transit for employment, even though two systems are in place. In spite of the challenges of utilizing transit in the evenings, on weekends, and on holidays; public transit is a way to help low-income clients.

Coordination of afterschool youth programs that support families, divert youth from the juvenile justice system, and prepare youth for college: Southwest Utah has some of the highest percentages of youth at risk of experiencing intergenerational poverty, with Iron and Washington County having over 40% at risk. Although this was infrequently mentioned in the community needs assessment survey and during public forums, youth development has been identified as one of the greatest needs in the area by agency staff, local DWS staff, and the tripartite board. It is a high priority to increase access to youth service-learning programs such as the Youth Volunteer Corps, to connect it to other youth services providers. YVC staff will continue to reach out to intergeneration poverty and other low-income youth to use service-learning as a tool for character development, leadership, skill development, and preparation for post-high school education.

Childcare/WIOA-enhancing stipends for non-traditional students: Five County AOG's Community Action Department can support partners like Dixie State University, Southern Utah University, Site Select Plus, Department of Workforce Services, Economic Development departments by supporting clients with childcare vouchers, clothing vouchers, bus passes, and other gap services after WIOA resources have been exhausted. CSBG stipends for college students finishing degrees or obtaining specific continuing education degrees on weekends or in the evenings. If WIOA has sufficient resources to provide client services, Five County can still utilize AmeriCorps VISTA volunteers to help community partners build capacity, with outreach and referral, and through needs addressed in other priories.

Incarceration diversion: Diverting clients from jail/prison is in the best interest of increasing income and stability. Based on feedback, we were encouraged to keep supporting court-ordered community service as a jail diversion and to enhance it for CSBG-eligible clients to ensure individual assessment are provided to each clients and that they are integrated with other services. It is a much more case management focused approach to an already existing program. It will also be a tool to provide assessment to low-income and unsheltered homeless clients. It will also enhance the capacity of community agencies.

Senior Corps Programs: Five County AOG can support low-income seniors as they help at-risk children in schools become empowered and provide needed in-home services to other vulnerable seniors. As the demographics of those under 18 and those over 60 increase in the area, the need for additional Senior Corps Programs exist.

CAUSES OF POVERTY

Lack of knowledge of how to properly save and use income: It was identified in the data gathering methods, by our partners, and by our staff that people in poverty don't understand how they can save their money and/or how to budget properly; thus, they run into financial difficult and as a result, they lose many of their assets.

Housing instability: Families who move frequently due to homelessness or increasing rental costs often experience disruption in employment, family composition, and educational pursuits, which are also causes of poverty in and of themselves. As housing becomes scarcer, clients are moving further from resource centers to where fewer transportation options exist.

Lack of reliable transportation: Through the needs assessment, it has been determined that lack of transportation disrupts employment, which is both a cause of poverty and barrier to exiting poverty.

Incarceration: Based on data collected through the community needs assessment, from public forums, and from feedback from local Justice Reinvestment Act, incarceration is a major cause of poverty. As clients leave, they often have no housing. While DWS works with felons through the bonding program to overcome employment barriers, housing remains a critical issues for those on parole. With limited housing inventory, felons often cannon find housing and are returned to prison.

Regional economies based on secondary jobs: According to comments in the Garfield County public forum, there are so many seasonal employment opportunities that employers bring in foreign help for the summer because of insufficient labor supply. However, employment and wage data from the Utah Department of Workforce services shows drastic annual employment cycles in Beaver, Garfield, and Kane counties as tourism increases or decreases. Inconsistent income is a barrier to households in these areas.

LINKAGES

Interagency coordination and cooperation: In the course of the needs assessment, Five County Community Action staff recognized that programs within its own organization are unaware of in-agency programs and eligibility. In order to better serve low-income and other community members, Five County Community Action staff will assist administration in conducting biannual organization events aimed at increasing inner-agency knowledge of staff.

Coordination between community action services with Care about Child Care services: We identified a program housed at Five County as a resource to increase childcare providers in Kane County and to increase extended-hour childcare providers in Washington County. Five County AOG will coordinate COC efforts with emergency food pantries and VITA sites to reach additional potential clients. Expanding childcare employment opportunities may be a great economic opportunity for CSBG clients working towards self-sufficiency (they can increase income and reduce child care and transportation expenses themselves).

Earn It, Keep It, Save It: Although Five County AOG has worked with community partners well in the past to extend Earned Income Tax Credit outreach and free income tax filings, the organization needs to move away from tax preparation and coordinate regional asset-building coalitions and Circles programs. Through these coalitions, Five County can help support financial education providers and help create a more efficient and collaborative efforts to assist clients.

Increased involvement by the Spanish-speaking community: Provide outreach and referral for English language classes offered through Southwest High School and Iron County Adult Education (and other resources) as well as TLC, Dixie Sun Elementary (Washington), East Elementary (Iron).

Local Homeless Coordinating Committees: Southwest Utah still has a large homeless population and few permanent housing supports for chronically homeless individuals. Additionally, no single homeless service provider has current capacity to correct the homeless system on their own. Based on data and feedback in the community needs assessment survey and focus on linkages, it is a top priority for Five County to offer rapid re-housing as a means to serve individuals and support local homeless coordinating committees in the region through leadership, coordinated entry assistance, and supplemental case manager meetings. Five County AOG should also provide representation to rural counties and rural homelessness.

Five County Regional Mobility Management: Five County AOG as an organization has a much greater capacity to increase transportation options for the community. In public forums, entrepreneurial opportunities to expand transportation opportunities were presented. With technical support and collaboration, Five County staff can expand transportation options. Additionally, expanding the flexible gas voucher program to provide additional support for transportation to and from child care providers will be addressed. Local Utah Department of Workforce Services staff have indicated this to be an important gap to fill.

PARTNERSHIPS

Dove Center, Erin Kimball Memorial Foundation, and Canyon Creek Women's Crisis Center: We identified domestic violence as great partners in the Continuum of Care Rapid-rehousing project. By working collaboratively, Five County bring additional case

management, outreach, leveraging resources, and housing searches into a collaborative project. We hope this partnership will increase homeless rapid re-housing resources.

New Frontiers for Families (soon to be Allied Families): This organization is an important partner in expanding service-learning opportunities to their existing after-school programs and can be a recruiting source for additional childcare providers in the rural counties.

Kane County and Department of Workforce Services: We identified Kane County and DWS as a key partner in increasing early education and childcare providers in Kane County as part of the intergenerational poverty effort.

The Learning Center for Families: We hope that through partnering with the Learning Center for Families, we will be able to share outreach costs for VITA and financial asset-building by sharing outreach booths, transportation, and knowledge. They also have Spanish-speaking outreach workers which will increase our ability to reach additional families. We hope to utilize them as a VITA site as well for Spanish-speaking returns and to subcontract SSBG and CSBG funding to support early child intervention as a strategy to combat intergenerational poverty.

Utah Department of Workforce Services – State and Local Offices: By collaborating closely with the Utah Department of Workforce Services, we create efficiencies by not duplicating services for which there are more resources available. We also become better equipped to assist DWS referrals in gap-filling activities (like deposits and gas vouchers) when CSBG direct client funding does not provide duplicate coverage.

Beaver County Food Network, Garfield County Care and Share, Kane County Care and Share, Iron County Care and Share: We want to partner with these emergency food network providers who provide case management to pantry clients, bring additional county resources.

Red Rock Center for Independence/TURN Community Services: As we identified the increase in SSDI in the five county region and increase in persons with disabilities, partnering with these service providers in the form of SSBG and CSBG subcontracts will enable Five County AOG to support transportation, housing, and income management for persons with disabilities. .

Senior Citizen Centers: Although senior citizen centers receive transportation funding from Older Americans Act, several counties allow for those younger than 60 to utilize the bus when they pay a fair market portion towards operating costs. Where transit opportunities for working households in Beaver, Kane, and Garfield counties are scarce, providing gas vouchers for working CSBG-eligible clients is a great way to support services for low-income seniors and for low-income employees.

Sun Country Home Solutions: In terms of affordable housing, Five County has a limited, but important role to play. The agency does not have much capacity to build houses, but has capacity to support agencies who do. Five County is committed to support the expansion of Neighborworks (Sun Country Home Solutions) into St. George. Five County can also provide housing data to inform decision and to support clients through asset-development and housing stabilization services. We can also partner to integrate home-ownership classes with free income tax assistance and asset development resources.

Dixie State University / Site Select Plus / Department of Workforce Services: We have identified this partnership as an opportunity to advocate for low-income entrepreneurs and workforce development in Washington County, where there is a high instance of children at risk of intergenerational poverty. After ensuring we are not duplicating WIOA services, Five County may use stipends for childcare for weekend and evening classes at Dixie State University, which may help individuals with "some college" to complete their degrees. The hope is that families will increase their earning potential and Washington County will have a more attractive labor force for benefit of the entire community.

State and Municipal Courts in the southwestern Utah and over 20 non-profit partners (including Switchpoint, Habitat for Humanity, and Memory Matters Utah) : Engaging courts to divert additional non-violent offenders from court fees and incarceration. The community service hours build capacity to improve the living conditions in which low-income people reside and offers opportunities to help low-income clients utilize their funds towards basic needs rather than fines. It also becomes an information and referral tool.

RESOURCES

Walmart and private food pantry grants: We identified private grants that are available through Five County AOG's foundation that can be used to provide support to pantries in the place of Community Services Block Grant. By increasing funding for pantries through private means, we have additional CSBG funding for Continuum of Care and AmeriCorps match, for long-term intergenerational poverty coordination, and other collective-impact activities.

AmeriCorps Planning Grants – AmeriCorps VISTA grants: The need for AmeriCorps Vista volunteers to support fundraising efforts, data analysis for Consolidated Plan / Need Assessment / Comprehensive Economic Development Strategy documents, and improving agency communications with low income and other vulnerable populations.

Youth Volunteer Corps Services Projects: Youth Volunteer Corps of Iron County regularly organizes food and supplies to support Iron County Care and Share, Switchpoint, and domestic violence shelter in serving low-income clients and homeless individuals.

Court Ordered Community Service - In-kind donations: Five County AOG will utilize the court ordered community services program for non-CSBG clients as a way to increase in-kind donations for pantry support; move-in boxes for rapid re-housing clients; hygiene kits, snacks, and water for unsheltered homeless clients; and for other relative needs. We will work with local justice courts to have 20% of court ordered hours waived for in-kind donations with a caveat that an additional 10% of hours may be waived upon completion of a one-hour financial literacy course. This will help increase program donations and provide an incentive to attend financial education courses.

In-kind Donations for local businesses for VITA / Financial Education: We have learned that few businesses like to give funding directly to support VITA operations, but many local businesses are willing to provide in-kind donations. Additionally, local banks and credit unions can be engaged for cash checking vouchers, savings account for low-income individuals, VITA volunteers, and financial literacy expertise.

ROMA

National Goal #	Goal Type	Goal	National Performance Indicators	Identified Issues	Current Services and Activities Addressing Needs
1	Family Goal	Low-income people become more self-sufficient	• 1.1 A Obtained a Job • 1.1 B Maintained a Job for 90 days • 1.1 C Increased Income • 1.2 A Obtained skills and competencies for employment; 1.2 F Obtained Access to Reliable Transportation • 1.3F1 - 60 /40 % of participants who increased their savings through IDA or other savings accounts • 1.2H - Obtained/ maintained safe & affordable housing in support of employment stability • 1.3D1 - # / % demonstrate ability to complete & maintain a budget for 90 days	- Lack of transportation for employment, medical, and resources - Barriers for low income clients starting businesses - Poor Money Management / Savings for future - Housing stabilization (including self-advocacy)	- Travel Training - Earn It Keep It Save It / Linkages to Entrepreneurial and Asset Development - Deposit Assistance Program - Pantry outreach / financial literacy - Court ordered community services
2	Community Goal	The conditions in which low-income people live are improved. (Community goals	• 2.1 Community Improvement and Revitalization- I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post-secondary education.	- Barriers for low income clients starting businesses - Poor Money Management / Savings for future	- Earn It Keep It Save It / Linkages to Entrepreneurial and Asset Development - Pantry outreach
3	Community Goal	Low-income people own a stake in their community	• 3.1 Community Empowerment through Maximum Feasible Participation- B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance. C. Number of low-income people purchasing their own home in their	- Barriers for low income clients starting businesses	-Earn It Keep It Save It / Linkages to Entrepreneurial and Asset Development

			community as a result of Community Action assistance	- Poor Money Management / Savings for future	- Court Ordered Community Service - Youth Volunteer Corps
6	Family Goals	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and supportive systems	• 6.2H Emergency Legal Assistance • 6.5 E Information and referral • 6.4E - obtained &/or maintained safe & affordable housing • 6.1 A and B - Senior Citizens and Persons with Disabilities • 6.3 – Youth Development Indicators • 6.4C - Obtained Access to reliable transportation • 6.4 A – Enrolled Children in After School Programs • 6.5D - Rides Provided	- Lack of transportation - Supports for persons with disabilities / seniors - Low income youth college readiness – community engagement	- Travel Training - Bus Passes - Youth Volunteer Corps

Goals

Goal 1

Goal 1 - Identified Problem, Need, Situation	Identify the timeframe Identify the # of clients served or the # of units offered	(General Statement of results expected)	Projected # & % of clients who will achieve each outcome NPI	Actual # & % of clients who achieve each outcome			
(1) Planning	(2) Intervention	(3) Benefits	(4) Benefits	(5) Benefit	(6) Accountability	(7) Accountability	(8) Accountability
Low-Income populations have a hard time managing their money	Have food pantry clients complete a needs assessment	(A) low-income individuals/families are more empowered and informed onavailable resources that could help improve their situation	6.5 E Information and referral - 60 households will receive financial literacy / VITA information and referrals, 100% will achieve outcome	(A) 75% of 2nd visit food pantry clients will receive a needs assessment	DBA FacsPro	Food Pantry manager will tab each client file that needs follow up for outcomes	every month, Roberta will email or call Luis to report outcomes on at least 5 clients per month.

| Clients frequently utilize food pantry on a regular monthly basis. | | (B) Low-income individuals/families are educated better about how make their money stretch further. | (B) 1.3F1 - 60 /40 % of participants who increased their savings through IDA or other savings accounts | (B) Food Pantry manager will meet with 5 clients per month for information and referral. Specified by the client on the needs assessment. | keep needs assessments in the client files. Food Pantry Manager will follow-up with client the subsequent pantry visit on how things went | Food Pantry Manager will work with the client to choose one need at time so client isn't overwhelmed with too many resources.

with each subsequent visit, the Food Pantry Manager will collect client outcomes from previous referral and provide another resource for their next need. | |

Mission: To help empower & educate low-income individuals & families to help with housing stability & income management.	Proxy Outcomes: Yes No

Linkages / Partnerships: AAA Fair Credit Foundation, USU Extension, Sun County Home Solutions, Free Tax Preparation (VITA or myfreetaxes.com, State Bank of Southern Utah

Goal 2

ROMA Logic Model – One Dimension

National ROMA Peer-to-Peer Training Program

Organization:	Five County Association of Governments - Community Action		**Program:**	Emergency Services	☐ **Family** ☐ **Agency** ☐ **Community**		
Identified Problem, Need, Situation	**Service or Activity (Output)** **Identify the timeframe** **Identify the # of clients served or the # of units offered**	**Outcome** **(General Statement of results expected)**	**Outcome Indicator** **Projected # & % of clients who will achieve each outcome** **NPI**	**Actual Results** **Actual # & % of clients who achieve each outcome**	**Measurement Tool**	**Data Source, Collection Procedure, Personnel**	**Frequency of Data Collection & Reporting**
(1) Planning	**(2) Intervention**	**(3) Benefits**	**(4) Benefits**	**(5) Benefit**	**(6) Accountability**	**(7) Accountability**	**(8) Accountability**

(A) Housing Instability among low-income populations	(A) Provide Renter Toolkit (published by UT Housing Coalition) to each deposit assistant client (25 clients)	(A) low-income individuals/families are more empowered and educated on their rights, landlord rights, and eviction process	(A) 1.2H - Obtained/ maintained safe & affordable housing in support of employment stability	(A) 100% of clients receiving deposit assistance will be given the Renter Toolkit. CM will also review the toolkit with them.	DBA FacsPro	When CM does follow-up calls (30, 60, 90, 120, & 150 days), she will note what outcomes were achieved and input them at the 150 day followup	follow-up calls/emails are 30, 60, 90, 120, and 150 days after the last service was provided
		(A) Low-income individuals/families are stably housed	(A) 6.4E - obtained &/or maintained safe & affordable housing	(A) 70% Clients funded with deposit assistance will maintain housing for 120 days	client case notes; kept in client files	CM will put into the case notes when she meets with the client and reviews the rental toolkit with them	
(B) Low-Income populations have a hard time managing their money	(B) Financial Literacy course offered to all Emergency Service clients	(B) Low-income individuals/families are educated better about how to manage their finances.	(B) 1.3D1 - # / % demonstrate ability to complete & maintain a budget for 90 days	(A) 100% of clients receiving deposit assistance will be given an opportunity to attend the financial literacy classes offered	DBA FacsPro	When CM refers client(s) to the finance lit or IDA classes, and the client signed the roll at the class(es) they attended, CM will input the indicators into DBA	CM will request from the financial literacy staff member at Community Action to let give CM the rolls from the classes so CM can check if any of her clients completed the class. Once the class is completed, CM will input outcomes
		(B) Low-income individuals/families are	(B) 1.3F1 - # / % of participants who increased their savings through IDA or other savingsa accounts	(A) 25% of clients will attend the financial literacy class and be able to complete a budget	financial literacy r olls		
Mission: To help empower & educate low-income individuals & families to help with housing stability & income management.					Proxy Outcomes:	Yes No	

Goal 3

ROMA Logic Model – One Dimension
National ROMA Peer-to-Peer Training Program

Organization: Five County Association of Governments - Community Action   **Program:** VITA + Asset Development   ■ **Family** ☐ **Agency** ■ **Community**

Identified Problem, Need, Situation	Service or Activity (Output) Identify the timeframe Identify the # of clients served or the # of units offered	Outcome (General Statement of results expected)	Outcome Indicator Projected # & % of clients who will achieve each outcome NPI	Actual Results Actual # & % of clients who achieve each outcome	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection & Reporting
(1) Planning	**(2) Intervention**	**(3) Benefits**	**(4) Benefits**	**(5) Benefit**	**(6) Accountability**	**(7) Accountability**	**(8) Accountability**
Lack of financial resources and education regarding financial literacy.	a.Collaborate with USU extension offices to provide regular and easily-accessible financial courses. Provide incentives (dinner, childcare, gift card drawing) to increase attendance. Design and distribute advertisement to agencies who serve low-income clients. b.Collaborate with David Arburn at UIDAN to train IDA instructors for	a. Physical classes through USU will be offered in Cedar and St. George twice a year. Attendance goal is 10 per class. b. Physical classes through USU will be offered in Kane, Beaver and Garfield County once per year, with remote access to Iron and Washington classes offered once a year as well. Attendance	d.2.1 Community Improvement and Revitalization- I. Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and		a. Instructors will keep class dates and attendance records for each event and forward this information for me to keep record of. b. Clients who contact me about financial resources will be kept record of and will receive follow-up calls.		a.Data will be collected with each referral, follow-up phone call and after each financial course.

	the Southern Utah region in Cedar City and St. George. c. Refer clients to USU website for specific financial literacy training videos and 211.	goal is 5 people per class. c. IDA classes will be offered by local instructors twice per year in Iron and Washington County. Attendance goal is 15 people per class per county.	post secondary education. e. 3.1 Community Empowerment through Maximum Feasible Participation- B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance. C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance			
More volunteers are needed to support new VITA sites in rural areas.	Retain current volunteers through good communication, thorough training, ongoing support and frequent appreciation efforts, both verbal and formal. Use recruitment techniques, such as radio, social media, newspapers, etc, to recruit quality	A physical site with its own SIDN and EFIN will be established in Beaver County, Garfield County, Iron County and Hurricane City. 2.3 Community Engagement- A. Number of community members mobilized by Community Action that	Each site will include three volunteers, one site coordinator and two preparers. Each site will complete a minimum of 50 returns.		Data collection will take place at the end of each VITA season with an increase of returns each year to reach the required 50 returns per site. Agency interactions for the year will be documented and collected on an ongoing basis.	

volunteers in rural counties to support new sites. Collaborate and establish strong interagency relations to support the operation of VITA sites.	participate in community revitalization and anti-poverty initiatives. B. Number of volunteer hours donated to the agency (This will be ALL volunteer hours) 4.1 Expanding Opportunities Through Community-Wide Partnerships						
							Yes No

Linkages / Partnerships: Utah Housing Coalition – Renter's Toolkit, Disability Law Center (persons with disabilities), AAA Fair Credit Foundation, USU Extension, Sun County Home Solutions.

Goal 4

Organization: Five County Association of Governments - Community Action   **Program:** COCS   ☐ Family ☐ Agency ☐ Community

| Identified Problem, Need, Situation | Service or Activity (Output)

Identify the timeframe

Identify the # of clients served or the # of units offered | Outcome

(General Statement of results expected) | Outcome Indicator

Projected # & % of clients who will achieve each outcome

NPI | Actual Results

Actual # & % of clients who achieve each outcome | Measurement Tool | Data Source, Collection Procedure, Personnel | Frequency of Data Collection & Reporting |
|---|---|---|---|---|---|---|---|
| **(1) Planning** | **(2) Intervention** | **(3) Benefits** | **(4) Benefits** | **(5) Benefit** | **(6) Accountability** | **(7) Accountability** | **(8) Accountability** |
| Low income individuals frequently lack the income to pay court fines to avoid | Outreach to the Justice Reinvestment Center and 15 courts within six months | (A) Low income individuals are able to avoid financially detrimental situations and legal | (A) 6.2H Emergency Legal Assistance | (A) 70% of clients who complete COCS program will avoid legal troubles for 6 months | Access Database / DBA FacsPro Number of CSBG-COCS clients | Coordinator will follow up with clients who complete COCS program and record | follow-up calls/emails are 30, 60, 90, 120, and 150 days after the last |

incarceration and unaware of the option to cover fines with community service hours Those receiving waivers to participate in the court ordered community service program are not currently receiving need assessments and information and referral	and providing accessible information about COCS program to help refer more people Perform individualized need assessment for 100% of 36 CSBG-eligible clients receiving a waiver for court ordered community service diversion (including youth court) within a year	repercussions, including prison (B) Low income individuals help increase capacity for non-profit agencies by completing COCS program (C) Five County Community Action fulfills its mission in providing information and referrals which stabilize and assist clients in working towards self-sufficiency	(B) 3.1A Total number of volunteer hours donated by low-income individuals to Community Action (This is ONLY the number of volunteer hours from individuals who are low-income) (C) 6.5 E - Information and Referrals	(B) 20% of all non-profit agencies will have increased capacity through volunteers	client recent involvement in legal situations Coordinator will keep track of client completed volunteer hours and record them in access database	service was provided Coordinator will maintain database accuracy and follow-up with clients and agencies to confirm accuracy of completed hours

Mission: To provide more opportunities to low income individuals facing legal troubles through court ordered community service diversion and to assist these clients in obtaining information and referrals to stabilize and move towards self-sufficiency

Partners: 15 state and municipal courts in the Five County region

Proxy Outcomes: Yes   No

Goal 5

Organization: Five County Association of Governments - Community Action   **Program:** COCS   ☐ Family ☐ Agency ☐ Community

Identified Problem, Need, Situation	Service or Activity (Output) Identify the timeframe Identify the # of clients served or the # of units offered	Outcome (General Statement of results expected)	Outcome Indicator __Projected # & % of__ clients who __will__ achieve each outcome NPI	Actual Results __Actual # & % of__ clients who __achieve__ each outcome	Measurement Tool	Data Source, Collection Procedure, Personnel	Frequency of Data Collection & Reporting
(1) Planning	(2) Intervention	(3) Benefits	(4) Benefits	(5) Benefit	(6) Accountability	(7) Accountability	(8) Accountability
Low income clients do not utilitize public transportation because they do not know how to navigate it Low income, seniors, and persons with disabilities lack transportation for medical, employment, and reaching community resources	Monthly travel training will provide travel training to 4 clients for three hours each month. We will plan trips, learn how to use the bus, and how to read transit maps. We will also identify ADA issues and bus stops.	(A) Low income clients receive access to transportation (B) Persons with disabilities and seniors increase independence (C) Low income	1.1 A Obtained a Job; 1.1 B Maintained a Job for 90 days; 1.1 C Increased Income; 1.2 A Obtained skills and compentancies for employment; 1.2 F Obtained Access to Reilable Transportation 6.1 A and B - Senior Citizens and Persons with Disabilities 6.4C - Obtained Access to reilable	(A) 50% of clients who complete travel will gain and maintain employment for more than 90 days and increase income (B) 100% of clients will receive access to transporation	Access Database / DBA FacsPro Case files	Report on quartler basis at regional mobilty counsil meetings	follow-up calls/emails are 30, 60, 90, 120, and 150 days after the last service was provided Coordinator will maintain database accuracy and follow-up with clients and agencies

		clients and persons with disabilities receive access medical, employment, and social engagements	transportation 6.5D - Rides Provided				to confirm accuracy of completed hours

Mission: To encourage utilization of public transportation as a cost-effective way to access employment and services needed for self-sufficency and quality of life.

Partners: Red Rock Center for Independence / Mobility Management / CSBG Subcontractors

Proxy Outcomes: Yes   No